

**From:** DPA EIS Helpdesk  
**Sent:** Monday, September 17, 2001 4:33 PM  
**To:** ALL DPA Statewide Staff; ALL DPA State Associates  
**Subject:** Printing & Mailing of 9/17 Notices and MRF Problems  
Broadcast to All Staff from Systems Operations

Printing and Mailing Problems

Due to problems with the printer at the Anchorage Data Center, notices dated today, 9/17, will not be delivered to the vendor for mailing until tomorrow. Please make a note that notices dated 9/17 will be mailed Tuesday, 9/18.

Today's notice job included Recertification notices and the vendor has five working days to process these notices. The notices and appropriate review/recertification applications will be mailed prior to September 20.

**The printing problem did not affect warrants and medical benefits.**

MRF Related Problems

This morning we were alerted to several system oddities following the MRF Freeze Job which ran over the weekend. We have taken our system research as far as we can. Programming cannot be applied to fix these cases because each scenario needs personal review. Here is what we know:

- Some X002 Monthly Report Not Received - ATAP and X003 Non-Receipt of MMR/FS Case Closed notices were sent in error. Most of the notices were sent appropriately.
- With rare exceptions, the cases involved August and September 2001 applications.
- Alerts are reliable. Please review any case for which you receive one of the following alerts:  
AF AUTO-AUTH PAYMENT DE-AUTH  
FS AUTO-AUTH PAYMENT DEAUTH  
BENEFIT DE-AUTHORIZED - NO MMR
- If you are working an application for August or September and the program is frozen, register a bogus MRF as of 9-17-01 and authorize 10/01 benefits.
- If the program is frozen and sitting in benefit month November 2001, contact the Help Desk to have the case taken out of frozen status. It may be necessary to re-authorize October benefits.

Thanks to those who sent messages to the Help Desk. We will take care of any fixes needed on cases already reported.

We apologize for any inconvenience this may cause.  
The Help Desk